



# Hub Lead

## Specifics

### Reporting to

Customer Relationships Lead

### Practice/ Team

Customer Relationships Hub

### Business Service

Customer Relationships

### Date

October 2025

## Welcome

**We're committed to making energy cleaner & cheaper for Aotearoa New Zealand.**

Our Retail structure is made up of a network of empowered teams, united by a shared purpose & clear goals, equipped with the skills & capabilities to deliver value to customers end to end.

The way we work is just as important as the work itself. Alongside our Meridian Values, we are guided by three key behaviour shifts: 'Make people awesome', 'Set your compass on customers' & 'Progress over perfection'.

## Role Purpose

The Hub Lead is responsible for leading a team of Energy Specialists to deliver exceptional end-to-end sales, service, & customer support outcomes for Meridian & Powershop customers. This role drives strong performance results aligned with Customer Relationships strategic priorities while fostering a positive, empowered, & growth-focused hub environment.

The Hub Lead builds people capability & diverse skills within the team to meet customer needs & add value across service & sales excellence, operational activity, & expert knowledge of products & propositions. They collaborate closely with the Customer Relationships Lead on priorities, decisions, & continuous improvement initiatives, ensuring compliance & operational integrity.

## Responsibilities

### Performance Management

- Drive performance outcomes within the Hub, contributing to Customer Relationships objectives & key results.
- Monitor hygiene measures (billing exceptions, complaints, CHI escalations, ASA metrics) & ensure quality conversations.

### People Leadership

- Lead, mentor, & develop Energy Specialists through coaching, one-to-ones, & engagement activities.
- Foster a culture of empowerment, growth mindset, & continuous improvement.

### Operational Expertise

- Oversee scheduling, planning, & forecasting.
- Manage operational systems (Call Dashboard, Ink tasks, integrity checks) & ensure compliance with industry flows & jobs.

### Customer Experience

- Resolve escalations & complaints promptly.
- Build strong customer relationships & ensure exceptional service delivery.

### Data & Insights

- Analyse performance & engagement metrics (OfficeVibe, CHI).
- Communicate key issues & opportunities to stakeholders.

### Empowerment

- Enable autonomy within the team to solve problems & adapt to changing customer demands.

## Skills & Experience

### Service & Sales Leadership

- Proven experience driving performance & achieving results in a service & sales environment.

### Coaching & Development

- Ability to uplift team capability & foster a high-performance culture.

### Energy Industry Knowledge

- Understanding of market dynamics, customer needs, & regulatory considerations.

### Customer Engagement

- Strong relationship management & communication skills across diverse stakeholders.

### Technical & Analytical

- Proficiency in operational systems & data analysis.
- Ability to provide technical support for complex account structures & solve problems effectively.

### Personal Attributes

- Empathetic, resilient, & optimistic with a growth mindset.
- Positive influencer, proactive, & adaptable to ambiguity.
- Aligned with company values, fostering a strong team culture & customer obsession.





# Customer Hub Lead

## As a Hub Lead, I am

- A leader focused on building & sustaining a high-performing team culture with a strong emphasis on delivering exceptional customer experiences
- A developer of team capabilities, tools, & processes to ensure the team consistently meets or exceeds customer service expectations
- A leader who aligns the Hub's efforts with value stream objectives, ensuring that customer experience remains a top priority

## & I am not

- A purely operational manager focused solely on day-to-day task execution without attention to strategic team development
- A passive overseer with limited involvement in the continuous improvement of tools, processes, or team capabilities.

## Role Purpose

Leads a Customer Hub Team to deliver quality sales & service outcomes to customers via their channel. Manages performance of team members & ensures quality of interactions.

## Structure

Hub Teams are aligned to the Home &/or Business Value Streams & have a customer journey focus: connecting all 'the work' in an aligned sales, service & credit function based on customer needs & moments of truth

Subject matter experts from Customer Hubs may be borrowed & embedded into Value Stream squads each quarter.

## Skills & Mindsets

### Subject matter expertise

- Deep knowledge of customer relationship management practices
- Expertise in developing & utilising tools & frameworks to enhance customer experience
- Understanding of customer behaviour, needs, & preferences across various channels

### Individual skills

- Strong leadership & team-building capabilities
- Excellent communication & interpersonal skills, with the ability to inspire & motivate the team
- Proficiency in planning, particularly in aligning team efforts with customer goals
- Ability to drive continuous improvement in service delivery & team performance

### Mindset

- Customer-centric, with a strong commitment to prioritising customer experience in all team activities
- Growth-oriented, with a focus on developing the team's capabilities & continuously enhancing ways of working
- Collaborative & results-driven, ensuring alignment with broader business objectives while fostering a positive & high-performing team culture

## Key Responsibilities

### Drive Team Capabilities & Performance

- Provide high-quality & timely services to customers
- Set clear & measurable goals & targets
- Support the professional growth of team members & individuals
- Focus on building healthy team dynamics to foster high performance

### Continuous improvement

- Regularly assess team processes, tools, & methods, seeking opportunities for innovation & efficiency improvements
- If applicable, establish feedback loops with customers to identify areas for service enhancement & process optimisation
- Promote a culture of experimentation where team members are encouraged to test new ideas & approaches to improve service delivery or customer experience.

### Developing Customer Centered culture

- Instill a strong customer-centric mindset within the team, ensuring that every action & decision is made with the customer's experience in mind
- Act as a champion for the customer experience within the organisation, advocating for changes & improvements that benefit customers, through strong feedback loops & engagement with the value stream squads

